Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Claim 1 (Previously presented): A method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation, the method comprising the steps of

providing a content delivery system for customer support

storing plural items of content, wherein the plural items of content are technical support information

storing respective descriptions of the items of content and respective order codes for the items of content

receiving a first message via e-mail from a user of a given client device at a remote location, whereby an inquiry-response transaction is initiated

assigning a tracking code for the inquiry-response transaction

responding via e-mail to the first e-mail message with a prompt message, the prompt e-mail message including an arrangement of descriptions and order codes for a plurality of the items of content, the tracking code, and instructions to the user for ordering the items of content

receiving a second message via e-mail from the user

parsing the second e-mail message and identifying the tracking code in the second e-mail message

parsing the second e-mail message for at least one of the order codes specified by the user

extracting the items of content identified by the order codes in the second e-mail message

packaging the items of content from the extracting step into a single package unit

responding via e-mail to the second e-mail message with a response e-mail message

comprising the single package unit comprising the items of content corresponding to the order codes in the second e-mail message.

Claim 2 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 1, further comprising, after the step of parsing the second e-mail message for at least one of the order codes, if the second e-mail message does not have at least one order code specified by the user, then responding via e-mail to the second e-mail message with a simpler prompt message, the simpler prompt e-mail message including the arrangement of descriptions and order codes for a plurality of the items of content, the tracking code, and simpler instructions to the user for ordering the items of content.

Claim 3 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 2, further comprising

receiving a third message via e-mail from the user

parsing the third e-mail message and identifying the tracking code in the third e-mail message

parsing the third e-mail message for at least one of the order codes specified by the user

if the third e-mail message does not have at least one order code specified by the user, then referring the third e-mail message to a human specialist at a client device

if the third e-mail message has at least one order code specified by the user, then

extracting the items of content identified by the order codes in the second e-mail message

packaging the items of content from the extracting step into a single package unit

responding via e-mail to the second e-mail message with a response e-mail message comprising the single package unit comprising the items of content corresponding to the order codes in the second e-mail message.

Claim 4 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 1, wherein the response e-mail message includes the tracking code.

Claim 5 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 1, the step of receiving the first e-mail message further comprising storing the first e-mail message.

Claim 6 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 1, the step of receiving the second e-mail message further comprising storing the second e-mail message.

Claim 7 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 1, wherein

the items of content comprise technical support documents

the descriptions of the items of content comprise common technical support questions which are answered by the respective technical support documents.

Claim 8 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 1, the method further comprising

after receiving the first e-mail message, assigning a first one of plural status codes signifying varying states of e-mail based inquiry-response transactions, the first status code to indicative that the first e-mail message has been received

after receiving the second e-mail message, assigning a second one of the status codes to the inquiry-response transaction to thereby indicate that the second e-mail message has been received.

Claim 9 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 8, the method further comprising

after responding with the prompt message, assigning a third one of the status codes to the inquiry-response transaction to thereby indicate that the prompt e-mail message has been sent

after responding with the response e-mail message, assigning a fourth one of the status codes to the inquiry-response transaction to thereby indicate that the response e-mail message has been sent.

Claim 10 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 1, the method further comprising restricting and restraining access by the users to the items of content in accordance with specified criteria.

Claim 11 (Previously presented): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 10, the restricting step including determining whether delivering items of content to the given user's client device is permitted, wherein if delivering information to the given user's client device is not permitted, then the selected items of content will not be delivered.

Claim 12 (Currently amended): The method of delivering items of content from a storage location to client devices at remote locations through e-mail based inquiry-response automation of claim 10, the restricting step including determining whether delivering items of content to the given user is permitted, wherein if delivering information to the given ~~use~~ user is not permitted, then the selected items of content will not be delivered.

Claim 13 (Previously presented): An automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations, the automated inquiry-response e-mail based content delivery system comprising

providing a content delivery system for customer support

a first database storing respective descriptions of the items of content

a second database storing respective order codes for the items of content

means for receiving a first message via e-mail from a user of a given client device at a remote location, whereby an inquiry-response transaction is initiated

means for assigning a tracking code for the inquiry-response transaction

means for responding via e-mail to the first e-mail message with a prompt message, the prompt e-mail message including an arrangement of descriptions and order codes for a plurality of the items of content, the tracking code, and instructions to the user for ordering the items of content, wherein the items of content are technical support information

means for receiving a second message via e-mail from the user

means for parsing the second e-mail message and identifying the tracking code in the second e-mail message

means for parsing the second e-mail message for at least one of the order codes specified by the user

means for extracting the items of content identified by the order codes in the second e-mail message

means for packaging the items of content from the extracting step into a single package unit

means for responding via e-mail to the second e-mail message with a response e-mail message comprising the single package unit comprising the items of content corresponding to the order codes in the second e-mail message.

Claim 14 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 13, further comprising means for detecting if the second e-mail message has at least one order code specified by the user, and if not then responding via e-mail to the second e-mail message with a simpler prompt message, the simpler prompt e-mail message including the arrangement of descriptions and order codes for a plurality of the items of content, the tracking code, and simpler

instructions to the user for ordering the items of content.

Claim 15 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 14, further comprising

means for receiving a third message via e-mail from the user

means for parsing the third e-mail message and identifying the tracking code in the third e-mail message

means for parsing the third e-mail message for at least one of the order codes specified by the user

means for detecting if the third e-mail message has at least one order code specified by the user, and if not then referring the third e-mail message to a human specialist at a client device

means for detecting if the third e-mail message has at least one order code specified by the user, and if so then

extracting the items of content identified by the order codes in the second e-mail message

packaging the items of content from the extracting step into a single package unit

responding via e-mail to the second e-mail message with a response e-mail message comprising the single package unit comprising the items of content corresponding to the order codes in the second e-mail message.

Claim 16 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 13, wherein the response e-mail message includes the tracking code.

Claim 17 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 13, the means for receiving the first e-mail message further comprising means for storing the first e-mail message.

Claim 18 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 13, the means for receiving the second e-mail message further comprising means for storing the second e-mail message.

Claim 19 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 13, wherein

the items of content comprise technical support documents

the descriptions of the items of content comprise common technical support questions which are answered by the respective technical support documents.

Claim 20 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 13, the method further comprising

means for, after receiving the first e-mail message, assigning a first one of plural status codes signifying varying states of e-mail based inquiry-response transactions, the first status code to indicative that the first e-mail message has been received

means for, after receiving the second e-mail message, assigning a second one of the status codes to the inquiry-response transaction to thereby indicate that the second e-mail message has been received.

Claim 21 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 20, the method further comprising

means for, after responding with the prompt message, assigning a third one of the status codes to the inquiry-response transaction to thereby indicate that the prompt e-mail message has been sent

means for, after responding with the response e-mail message, assigning a fourth one of the

status codes to the inquiry-response transaction to thereby indicate that the response e-mail message has been sent.

Claim 22 (Previously presented): An automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations, the automated inquiry-response e-mail based content delivery system comprising

providing a content delivery system for customer support

a first database storing respective descriptions of the items of content

a second database storing respective order codes for the items of content

a server comprising a general purpose computer having machine readable computer programs for

receiving a first message via e-mail from a user of a given client device at a remote location, whereby an inquiry-response transaction is initiated

assigning a tracking code for the inquiry-response transaction

responding via e-mail to the first e-mail message with a prompt message, the prompt e-mail message including an arrangement of descriptions and order codes for a plurality of the items of content, the tracking code, and instructions to the user for ordering the items of content, wherein the items of content are technical support information

receiving a second message via e-mail from the user

parsing the second e-mail message and identifying the tracking code in the second e-mail message

parsing the second e-mail message for at least one of the order codes specified by the user

extracting the items of content identified by the order codes in the second e-mail message

packaging the items of content from the extracting step into a single package unit

responding via e-mail to the second e-mail message with a response e-mail message comprising the single package unit comprising the items of content corresponding to the order codes

in the second e-mail message.

Claim 23 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 22, machine readable computer programs further for detecting if the second e-mail message has at least one order code specified by the user, and if not then responding via e-mail to the second e-mail message with a simpler prompt message, the simpler prompt e-mail message including the arrangement of descriptions and order codes for a plurality of the items of content, the tracking code, and simpler instructions to the user for ordering the items of content.

Claim 24 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 23, the machine readable computer programs further for

receiving a third message via e-mail from the user

parsing the third e-mail message and identifying the tracking code in the third e-mail message

parsing the third e-mail message for at least one of the order codes specified by the user

detecting if the third e-mail message has at least one order code specified by the user, and if not then referring the third e-mail message to a human specialist at a client device

detecting if the third e-mail message has at least one order code specified by the user, and if so then

extracting the items of content identified by the order codes in the second e-mail message

packaging the items of content from the extracting step into a single package unit

responding via e-mail to the second e-mail message with a response e-mail message comprising the single package unit comprising the items of content corresponding to the order codes in the second e-mail message.

Claim 25 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim

22, wherein the response e-mail message includes the tracking code.

Claim 26 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 22, the machine readable computer programs for receiving the first e-mail message further comprising machine readable computer programs for storing the first e-mail message.

Claim 27 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 22, the machine readable computer programs for receiving the second e-mail message further comprising machine readable computer programs for storing the second e-mail message.

Claim 28 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations through e-mail based inquiry-response automation of claim 22, wherein

the items of content comprise technical support documents

the descriptions of the items of content comprise common technical support questions which are answered by the respective technical support documents.

Claim 29 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim 22, the machine readable computer programs further for

after receiving the first e-mail message, assigning a first one of plural status codes signifying varying states of e-mail based inquiry-response transactions, the first status code to indicative that the first e-mail message has been received

after receiving the second e-mail message, assigning a second one of the status codes to the inquiry-response transaction to thereby indicate that the second e-mail message has been received.

Claim 30 (Previously presented): The automated inquiry-response e-mail based content delivery system for delivering items of content from a repository to client devices at remote locations of claim

22, the machine readable computer programs further for

after responding with the prompt message, assigning a third one of the status codes to the inquiry-response transaction to thereby indicate that the prompt e-mail message has been sent

after responding with the response e-mail message, assigning a fourth one of the status codes to the inquiry-response transaction to thereby indicate that the response e-mail message has been sent.

Claims 31-39 (Canceled)

Claim 40 (Previously presented): An automated inquiry-response e-mail based customer support content delivery system for delivering items of content to client devices at remote locations, wherein the items of content are technical support information, the content delivery system comprising

memory means for storing a multiplicity of machine-readable documents

e-mail receipt processing means for receiving e-mail messages from the client devices and determining if the e-mail messages include tracking codes

prompting means, coupled to the e-mail receipt processing means, for responding to those e-mail messages from the client devices which do not include tracking codes, the prompting means including means for assigning tracking codes and means for sending prompt messages via e-mail to the client devices having the tracking codes to prompt the users to specify order codes denoting one or more selected documents

e-mail message delivery means, coupled to the e-mail receipt processing means and the memory means, for automatically collecting the selected documents into a single package unit and delivering e-mail messages containing the single packet units to the users via e-mail.

Claim 41 (Previously presented): A method of delivering items of content to client devices at remote locations through e-mail based inquiry-response automation, wherein the items of content are stored in a repository, and there are also stored respective descriptions of the items of content and respective order codes for the items of content, the method comprising the steps of

providing a content delivery system for customer support

receiving a first message via e-mail from a user of a given client device at a remote location, whereby an inquiry-response transaction is initiated

responding via e-mail to the first e-mail message with a prompt message, the prompt e-mail message including an arrangement of descriptions and order codes for a plurality of the items of content, and instructions to the user for ordering the items of content, wherein the items of content are technical support information

receiving a second message via e-mail from the user

parsing the second e-mail message and determining that the second e-mail message is part of the same transaction as the first e-mail message and the prompt e-mail message

parsing the second e-mail message for at least one of the order codes specified by the user

extracting the items of content identified by the order codes in the second e-mail message

packaging the items of content from the extracting step into a single package unit

responding via e-mail to the second e-mail message with a response e-mail message comprising the single package unit comprising the items of content corresponding to the order codes in the second e-mail message.